STATE TELECOMMUNICATIONS MANAGEMENT MANUAL

State of California Department of Technology Services		Statewide Telecommunications and Network Division
Category: **Agency Telecommunications Management**	Chapter Title: **Cellular Telephone Usage**	Chapter Number: **0204.0**

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POLICY

State agencies are responsible for managing telecommunications in a cost-effective, efficient manner.

This section provides guidelines to agencies for management of cellular phone usage to minimize costs and potential abuse.

USAGE GUIDELINES

Any agency policy regarding the use of cellular phone usage should be consistent with the following criteria.

- Review the cost-effectiveness of utilizing cellular phones based on: employee functions performed at the site, communications requirements and alternatives. There are standard and roaming charges for both incoming and outgoing calls. A cellular telephone is in a roaming condition when it is not in its respective assigned area. These calls incur charges at a greater cost per minute.

- Establish a practice for unit heads and supervisors to review the cellular phone bills within their areas of responsibility for adherence to established usage guidelines.

  Formulate criteria to minimize cost for cellular telephones. Consider requiring the following justification criteria for the use of cellular phones:

  Public Safety - Immediate direct communication required with local police, fire and/or emergency medical units (9-1-1), or immediate communication required with personnel, where absence of communication would be clearly detrimental to the department.

  Operational Efficiency - Direct communication required to conduct necessary State business and where access to a conventional telephone system or pay phone is non-existent.

  Emergencies - Immediate communication required to notify or provide status updates for a natural disaster (e.g., earthquake, floods, etc.).

- Establish guidelines to identify inappropriate or non cost-effective cellular phone use. For example,

- ◆ A public telephone is readily available.

- ◆ Calls are personal in nature rather than business related calls.

- ◆ Calls aren't cost effective if they are of excessively long duration.

- Establish guidelines regarding using the cellular phone while "roaming". Roaming rates are significantly higher than regular calling area rates. Usage while roaming should be discouraged. If an employee has a cellular phone number for one calling area, but uses a cellular phone a significant amount while in another calling area, consideration should be given to obtaining a number for the second area. For example, if the employee has a Sacramento cellular number but uses a cellular phone often while in Los Angeles, a second number in Los Angeles could be used. Institute security standards for cellular telephone use. The following are some examples of criteria. If a vehicle is parked in a high risk area or for a prolonged period of time, remove the cellular phone from the vehicle. Utilize the built-in cellular phone security features and keep it in the "off" or lock position until it's necessary to make a call. The ATR should be immediately contacted to deactivate the phone if it has been lost or stolen.

- Establish safety criteria. Initiating or conducting telephone calls while driving is considered a safety hazard because of the distraction and difficulty in maintaining a high level of concentration. Therefore, whenever possible, the driver should pull off the road to make or conclude a call. Also, if one must call while driving, wait until road conditions are clear.

- Out of State and/or overseas use of State telephones must be justified with a good State business reason. Absent that reason, users should be required to pay for the call.

AVOID CLONING

Cloning is when unscrupulous people use receiving equipment to scan and capture a cellular telephone's serial number. A cellular telephone's individual serial number is broadcast whenever the cellular telephone is "on". They then reconfigure their cellular phone with the stolen serial number, and all of their calls are then charged to the stolen account. The cloning of cellular service can be reduced by following these basic guidelines:

- Leave the cellular phone off when not in use. Have your customers and business associates page you first.

- Cellular companies now offer security PIN numbers that make it much harder to clone cellular service. Ask your cellular provider.

- Review your monthly bills closely. Although cellular companies usually detect fraud early, look for unusual patterns of calls and report them immediately.

- Keep your cellular calls short and to the point. The longer an individual call, the greater your vulnerability of being cloned during conversation.